



# General Store

Many years ago, early settlers relied on the "General Store" to provide the goods necessary to sustain their pioneer spirit. In turn, the store owners depended on the continued patronage of these valued customers to stay in business. This newsletter is dedicated to the valued customers of the Defense Supply Center Philadelphia (DSCP) General & Industrial (G & I) Directorate.

Volume 3, Issue 2

Spring 2001



## DEFENSE LOGISTICS AGENCY



### In this Issue

"Director's Corner"	2
Office Supplies	2
DILNet	4
Energy Efficient Room Air Conditioners	4
Credit for Unwanted Metals	5
Material Handling Equip	5
Lumber	6
Lighting	6
Marine Lifesaving & Diving	7
"Back Porch"	8
<a href="http://www.dscp.dla.mil/gi/">www.dscp.dla.mil/gi/</a>	

## DSCP "Drums" Up Business



On January 26, 2001, the Defense Supply Center Philadelphia awarded a Prime Vendor contract for drums, cans and related service requirements. The contract was awarded to Myers Container Corporation, a small business located in Emeryville, Calif. This Prime Vendor initiative will support all of your drum, can and related service requirements. The contract offers one stop shopping for drums and cans (Federal Supply Class 8110), competitive pricing, quality products, delivery options, and

surge coverage. The Prime Vendor contract can be used to fulfill the requirements of all military, federal, state, and local government customers in the continental United States, including Alaska and Hawaii. This Prime Vendor initiative can be used to reduce the amount of warehouse space being utilized by large drums. Additional services are available such as palletizing and off-loading drums from trucks.

Flexible ordering methods are available such as MILSTRIP requisition and IMPAC credit card. Orders can be placed by phone, fax or online and since these are commercially available products, it is not necessary to order by National Stock Number.

All items are shipped directly to the customer's designated



(Continued on page 3)

## ADP, Telecommunications and Imaging Equipment - We've Got Them All! -

### Best Values

You may not realize it, but the Defense Supply Center Philadelphia (DSCP) is a great source for

all of your Automated Data Processing (ADP), Telecommunication and Imaging needs. Hundreds of commercial products can be ordered through MILSTRIP requisition and then electronically processed directly to the vendor. Delivery is normally within three

to thirty days and substantial discounts have been negotiated with our vendors to give you the lowest available prices on many of these items. Some of our most frequently ordered products include:

(Continued on page 3)

## Director's Corner



By Philip M. Liller  
Colonel, USAF  
Director,  
General & Industrial  
Directorate

As we near the midpoint of fiscal year 2001, the General and Industrial Directorate (G&I) continues to succeed in its efforts to improve support to our customers. Our supply support for all services continues to recover from our post-BRAC (Base Realignment and Closure) low in mid 2000. Furthermore, we have been working together with the DSCR (the lead center for Aviation) and DSCC (the lead center for Land and Maritime) on customer weapons systems support. We have also continued to successfully roll out new Prime Vendor programs.

The personnel downsizing associated with the disestablishment of the Defense Industrial Supply Center left us in a

position where we could not get all of our material on order in a timely manner. As a result of this, we experienced a dramatic rise in backorders between July 1999 and May 2000. During that period we rose from about 135,000 backorders to almost 227,000 backorders.

We have taken dramatic steps, including hiring new people and shifting resources to get us back on track. I am pleased to report that we are making progress. As of the end of March we had gone back down to below 190,000 backorders as our supply availability continues to go up again. We still have a long way to go but we are confident that we will get our support back up to the level to which our customers are accustomed.

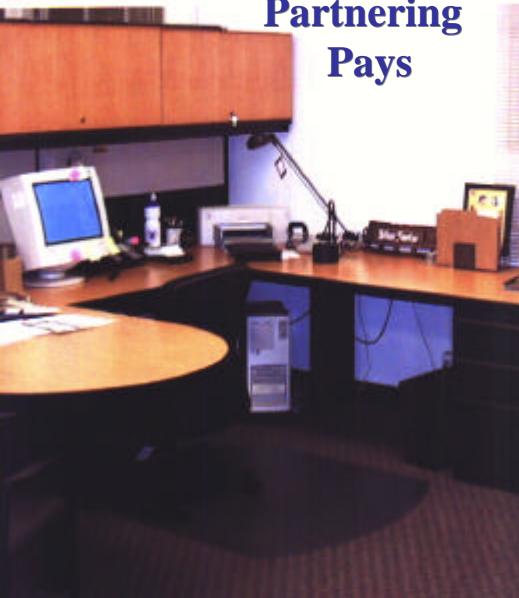
We here at G&I are constantly being challenged to have a better understanding and knowl-

edge of our customers' needs. We respond to this challenge by actively engaging in the warfighter interface. This involves understanding warfighter requirements and ensuring readiness capabilities. Strategic-level visits are carried out and Tailored Logistics Support Packages (TLSPs) are developed and implemented. By expanding our forward presence, we are working hard to improve the overall weapon system support. Here at G&I we are striving to provide the "right item at the right time in the right place for the right price." Through hard work and devotion, we will no doubt achieve these goals.

In previous issues, we have discussed G&I's commitment to our Shift to Commercial Practices initiative, which involves the deployment of Prime Vendor Programs and Corporate Contracts. Following

along with this Shift to Commercial Practices initiative, we continue to roll out Prime Vendor Programs for our customers. The latest awards include the Hawaii/Guam Metals Prime Vendor in November 2000, the Southeast Wood Products Prime Vendor also in November 2000, and CONUS/Hawaii Drums Prime Vendor in January 2000. Similar programs have been implemented in all regions of the U.S. as well as overseas in areas such as Hawaii, Japan, Korea, Okinawa, and Europe. By offering brand name preferences, on-line ordering, competitive prices, commercial warranties, 24-hour customer support, and surge/contingency capability; Prime Vendor programs offer numerous amenities to our customers. The Prime Vendor program continues to offer customers the best logistics value to support their needs.

## Partnering Pays



Almost two years ago, the Defense Supply Center Philadelphia (DSCP) entered into an agreement with Boise Cascade Office Products to provide next day desktop delivery of seriously discounted office supplies to our participating customers. The agreement also allows for Boise to partner with other General Services Administration (GSA) schedule holders to provide additional product lines. This arrangement is a plus that has really paid off! Under this program, our customers have been

able to obtain special package deal values on major purchases involving such diverse offerings as complete office design and furnishings and customized automated data processing equipment. In each case, these partnerships resulted in thousands of dollars in cost savings with personalized service every step of the way.

All customers can participate. Find out more by contacting the Customer Liaison Specialist for this program, Suzan Cohen, at (215) 737-4518, DSN 444-4518, or by Email at: [smcohen@dscp.dla.mil](mailto:smcohen@dscp.dla.mil).



(Continued from page 1)

delivery point(s). Each ordering activity/agency may designate several ordering personnel. In keeping with the flexibility of the contract, a clause has been incorporated to keep up with new and/or improved products and to delete obsolete products as customer needs develop.

To learn more about this new Prime Vendor initiative or obtain information on order placement, contact Mark Scott, Program Manager, at (215) 737-7531, DSN 444-7531, or by Email at: [mlscott@dscp.dla.mil](mailto:mlscott@dscp.dla.mil) or Ann Friend, Customer Liaison Specialist, at (215) 737-7520, DSN 444-7520, or by Email at:

[afriend@dscp.dla.mil](mailto:afriend@dscp.dla.mil). You can also visit our web site at: <http://www.dscp.dla.mil/gi/general/movestor.htm>

**Myers Container**  
A Customer-Driven Company  
<http://www.myerscontainer.com>



*From left to right:  
Eileen Friel, DSCP  
Contract Negotiator,  
Kyle Stavig, VP Sales  
& Marketing, Myers  
Container,  
Vanessa Smith, Nor-  
folk FISC, and  
Mark Scott, DSCP  
Program Manager  
celebrate the award.*

(Continued from page 1)



**Ricoh Secure Fax #  
SFX 2000M**

**NSN: 5815-01-473-7340**



**Cortelco Phone #  
250013VBA44M**

**NSN: 5805-01-177-5421**

**Cortelco Phone #  
250000VBA20M**

**NSN: 5805-01-184-7478**



**Ricoh Fax # 2000L**

**NSN: 5815-01-386-3176**



**Imperial Lap Top Computer**

**NSN: 7010-01-471-1743**

To learn more about these and other state-of-the-art products, visit our web site at: [www.dscp.dla.mil](http://www.dscp.dla.mil) or contact Paul Walkovic, Customer Liaison Specialist, at (215) 737-4530, DSN 444-4530 or by Email at: [pwalkovic@dscp.dla.mil](mailto:pwalkovic@dscp.dla.mil).



## DILNet

The Defense Supply Center Philadelphia Inventory Locator Network (DILNet) is a database that provides access to vendor's on-hand inventories of Defense Logistics Agency (DLA) managed items. DILNet provides current data as contractors electronically transmit their available inventory each day. The data is available to buyers, inventory managers and customers. At present, there are

44 vendors participating in DILNet with approximately 70,000 unique National Stock Numbers (NSNs) in the database. DILNet includes both stocked and non-stocked items and orders are placed both manually and through an automated system against the DILNet basic agreement. Using DILNet reduces administrative lead-time by virtually eliminating the need for solicitations. Deliveries are made within 15 or 30 days depending on inspection requirements.

In Fiscal Year 2000, DILNet program sales exceeded \$22 mil-

lion. DLA customers can access the DILNet database at [www.dscp.dla.mil/gi/dilnet](http://www.dscp.dla.mil/gi/dilnet) to determine availability of parts. Future plans include developing a link to accommodate on-line ordering. Coordination efforts are underway with Defense Supply Centers Columbus and Richmond to include them as full partners in the DILNet program. For more information on the DILNet Program, contact Debbie Brucks at (215) 737-7371, DSN 444-7371, or by Email: [dbrucks@dscp.dla.mil](mailto:dbrucks@dscp.dla.mil).

### DILNet PROGRAM REDUCES BACKORDERS

A special DILNet program was developed and tested on January 25, 2001. In a continuing effort to reduce backorders, the DILNet database was matched against backordered requirements. Where a DIL-

Net inventory asset matched a backordered requirement, a technical review was done and a determination of price reasonableness was made. Buys were then generated through the Policy Assisted Logic (PAL) system for the backordered quantity or the vendor's on-hand quantity, whichever was less. Awards were then made

using the DILNet Paperless Order Placement System. Approximately 1,139 backordered lines were satisfied through this program.

The program will be run at six-week intervals. A list of NSNs and required quantities will be provided to the Backorder Task Team to generate buys under the DILNet program.



### Are you ready for Summer?

The Defense Supply Center Philadelphia (DSCP) can help you beat the heat with our energy efficient room air conditioners. DSCP's website for in-

formation on air conditioning window units is [www.dscp.dla.mil/gi/general/wac.htm](http://www.dscp.dla.mil/gi/general/wac.htm).

There you can find the Federal Energy Management Program guide, "How to buy an Energy Efficient Room Air Conditioner," as well as the characteristics, specifications, and National Stock Numbers (NSNs) for twenty-four different units. These units will be shipped directly to you from the manufacturer within thirty days or less.

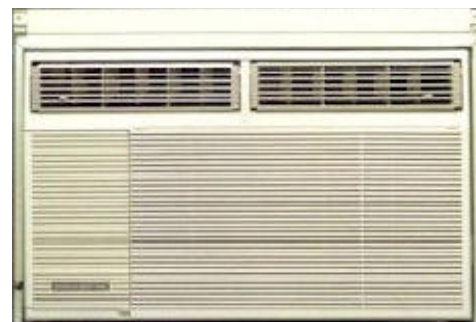
Two of DSCP's most popular units are:

NSN  
4120-01-423-3368

BTU  
17,500 to 18,000

4120-01-419-5731

18,000



For more information contact Dave Lipshutz at (215) 737-8465, DSN 444-8475, or by Email: [dlipshutz@dscp.dla.mil](mailto:dlipshutz@dscp.dla.mil)

## Get Credit for Unwanted Metals

Plagued by messy and overcrowded steel yards? Let the Defense Supply Center Philadelphia (DSCP) Metals Prime Vendor program help you clean out your unwanted, damaged, and obsolete metals. The DSCP Metals Prime Vendor contracts have a unique contract feature that allows you to receive credit toward future orders for your scrap and salvage. The prime vendor subcontracts with established companies that specialize in the removal of excess or scrap material. You will receive market value, as determined by American Metal Market's commodity indices, and you may use this credit for future purchases under the Metals Prime Vendor Program. To date, millions of pounds of unwanted material have been removed from the Puget Sound Naval Shipyard; the Norfolk Naval Shipyard; the Shore Intermediate Maintenance Activity, Mayport, Florida; the Anniston Army

Depot; and UNICOR, Federal Medical Center in Fort Worth, Texas.

Metals Prime Vendor contracts are currently in place for the entire continental United States and Hawaii/Guam. These contracts offer a comprehensive selection of metals and metal products and services. The Prime Vendor program offers our customers the opportunity to communicate directly with the prime vendor for technical assistance, availability, status, etc. Volume discounts and just-in-time deliveries are other benefits of the program. The program can be tailored to your specific needs. Recently, improvements were made in the billing process which allow automatic reconciliation on bills generated from orders placed by customers through the Electronic Order Entry system.

We recognize the different requirements and practices of our customers so our contracts contain the flexibility needed to work with everyone from UNICOR to Foreign Military Sales purchases.

Recently, the U.S. Army Security Assistance Command in New Cumberland, Penna. obtained armored plate to fill an order for the Israeli military. We are also actively involved within the Federal Prison System.

Our military customers cover a wide spectrum of users. We are currently working with Anniston Army Depot to supply aluminum alloy sheeting to refurbish light track vehicles. At Tinker Air Force Base, the Prime Vendor program was used to fulfill an emergency requirement for aircraft-quality heat resistant steel needed to get 190 KC-135 aircraft back in the air. The program is also used extensively at the Norfolk and Puget Sound Naval Shipyards.

So, if you need metal and/or want to dispose of metal – take advantage of the DSCP Metals Prime Vendor Program. Point of contact for more information is Tom Cavanagh who can be reached at Commercial (215) 737-3776, DSN 444-3776 or by Email at [tcavanagh@dscp.dla.mil](mailto:tcavanagh@dscp.dla.mil).



The Equipment Commodity Business Unit at the Defense Supply Center Philadelphia (DSCP) has awarded a Prime Vendor (PV) contract to SupplyCore to provide parts and accessory support for material handling equipment, construction equipment, lifting devices (e.g. forklifts), and a variety of material handling products. SupplyCore, an experienced prime vendor, has agreements with the National Automotive Parts Association,

Hyster, Yale, and Lift King, and new partnerships are continually under development to broaden their range of support. These PV agreements are tools that provide customers with quick delivery, competitive prices, and direct ordering.

DSCP has also partnered with the Air Force to support their 463L Cargo Loading System. We have



also adjusted our traditional requisition process to accommodate MILSTRIP orders. New procedures interface with prime vendors through base legacy systems. Dover Air Force Base (AFB) implementation is underway, and the remaining twelve Air Mobility Command (AMC) bases should be implemented in the very near future.

For additional information on these equipment initiatives, contact Eileen Brown, (215) 737-7547, DSN 444-7547, or by Email at: [ebrown@dscp.dla.mil](mailto:ebrown@dscp.dla.mil).



On February 22, 2001, members of the G&I Wood Products Prime Vendor (PV) team held an official grand opening of its' Consignment Lumber Shop at Camp Pendleton, Calif. This joint effort between the Consolidate Material and Services Center (CMSC) Camp Pendleton, DSCP, and the Prime



Vendor provides same-day service of all wood products at discounted prices while eliminating Marine Corps owned wood products inventory. Refreshments, prizes, a tour of the yard, and information on the program were provided to a variety of base customers. The Chief of Staff and Director of Logistics at Camp Pendleton were also on hand to help promote the program.

For more information contact Tom Grace, (215) 737-7164, DSN 444-7164 or Email: [tgrace@dscp.dla.mil](mailto:tgrace@dscp.dla.mil)

## Lumber Prime Vendor Awards 3 Regional Contracts

On January 12, 2001, the Lumber Prime Vendor contract for Alaska was awarded to Arctic Builders Supply of Anchorage, Ala. The initial implementation site is Elmendorf Air Force Base.

On March 23, 2001, the Lumber Prime Vendor contract for the Gulf Region was awarded to Pelican Lumber and Export Incorporated of Lake Charles, La. This includes all activities located in Arkansas, Louisiana, Mississippi, Oklahoma and Texas (excluding Ft. Bliss). The initial implementation site is McAlester Army Depot, Okla.

Also on March 23, the Lumber Prime Vendor contract for the Northeast Region was awarded to Buie Forest Products of Borerne, Texas. This includes all activities located in Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont. The initial implementation site is Portsmouth Naval Base, N.H.

Benefits to the customer include seven day routine delivery, competitive pricing through leveraged buying and improved customer support.



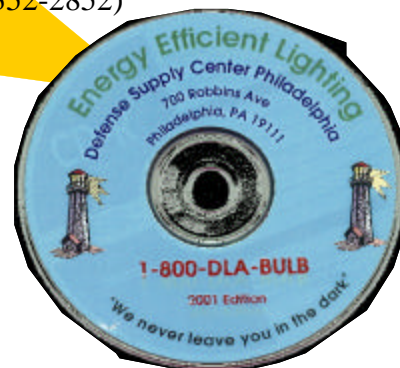
"We Never  
Leave Our  
Customers  
in the  
Dark"

The Defense Supply Center Philadelphia General and Industrial Directorate (G&I) 2001 Energy Efficient Lighting Catalog is now available on CD-ROM. The catalog, considered by many to be the federal sector's energy efficient lighting bible, features more than 3,300 energy efficient lighting products from approximately 150 lighting manufacturers. This edition is designed to help you select energy efficient lighting products and their corresponding National

Stock Numbers (NSN). The catalog also includes product usage information, energy saving benefits, important customer information, points of contact on the DSCP Lighting Team, and product ordering instructions. Lighting Team members have worked for months to develop a catalog of lighting products that meets both the current and future needs of our customers. This issue includes state of the art lighting technology and energy efficient guidelines in compliance with Executive Order 12123, Buying Green Products. The catalog is also available on the G&I Lighting website at <http://dscp103.dscp.dla.mil/gi/general/lightcat.htm>. A mass mailing of the 2001 CD-ROM catalog was sent out in February. If you would

like a catalog, you can request a copy by visiting our web site. Your name and other relevant information will automatically be added to our mailing list.

For additional information on energy efficient lighting products or to obtain energy efficient lighting training please contact Jim Ogorek, Product Manager, via Email at: [jogorek@dscp.dla.mil](mailto:jogorek@dscp.dla.mil) or call our toll free customer service line at 1-800-DLA-BULB (1-800-352-2852)





## 20,000 ITEMS UNDER THE SEA



**Attention all Divers, EOD Units, Special Warfare, Combat Swimmers, Search and Rescue, Salvage Recovery, Underwater Construction, Engineering, Ships Husbandry and other denizens of the deep....**

The Defense Supply Center Philadelphia's Marine Lifesaving and Diving Prime Vendor Program is operating worldwide and available to you.

Our program provides many of the items you'll need to complete your mission and you can order using MILSTRIP requisitioning or credit card. It's easy to use and all items are covered under DOD long-term contracts. The Prime Vendors are contractually bound to provide you brand name preference, 24-hour customer service, warranties, easy return policies and other provisions that provide real-time customer service.

Some of our items include SCUBA Gear, UDT Vests, recompression equipment, thermal protection suits, compressors, knives, gas analysis equipment, communication systems and thousands of other items including many of the items contained on the Navy's ANU list.

Please visit our website at <http://www.dscp.dla.mil/gi/general/mardiv.htm> and review the program and visit the Prime Vendor's sites. As a military or federal customer of DSCP, you can obtain logons and passwords for the Prime Vendors On-Line systems simply by contacting them directly or Ralph Lund of DSCP at [rlund@dscp.dla.mil](mailto:rlund@dscp.dla.mil), (215) 737-4154 or DSN 444-4154.

Register today, so you can begin to acquire your equipment immediately. Our contracts are valuable tools for both the Military and Federal diver.

***We go to any depth to meet your needs!***

### General & Industrial Conference Attendance Schedule

Expo/Conference	Date
Fleet Industrial Supply Center Expo San Diego, CA	16 May 2001
General Services Administration Expo Orlando, FL	22-24 May 2001
Department of Energy – Energy 2001 Kansas City, MO	3-6 Jun 2001
E-Gov 2001 Washington, DC	9-12 July 2001
123 <sup>rd</sup> National Guard Association of the United States Conference and Expo Indianapolis, IN	24-27 Aug 2001
DLA Expo 2001 Jacksonville, FL	12-13 Sep 2001
Modern Day Marine Quantico, VA	18-21 Sep 2001

**For more information on these conferences contact:**

**Yvonne Murry (215) 737-9035, DSN 444-9035, Email [ymurry@dscp.dla.mil](mailto:ymurry@dscp.dla.mil)**

### Special Contributors

Mark Scott  
Ann Friend  
Eileen Brown  
Suzan Cohen  
Paul Walkovic  
Mary Jane Angelopoulos  
Tom Cavanagh  
Jim Ogorek  
Yvonne Murry  
Walt Szychulski  
Ralph Lund  
John Martino  
Joann Glasgow

**“General Store” Staff:**  
Bill Ernst Debra Celli  
Tim Adams Janet Steffa  
Rimas Gaver



**The  
Back  
Porch**  
*By Yvette Burke  
Deputy Director,  
General &  
Industrial  
Directorate*

Support to our customers has always been one of our top priorities in the General and Industrial (G & I) Directorate. As our scope of service has expanded across the world, it has presented new challenges when it comes to maintaining direct contact with customers. To meet these challenges, we have initiated placement of permanent representatives from G & I in key locations to support current initiatives being implemented throughout the world. Placement of G & I representatives in Europe well over a year ago has been very successful in improving customer relations. We have similarly been trying to select the right people to represent us in the Pacific region.

Beginning in August 2000 temporary, rotating assignments were initiated at each Pacific location and volunteers were solicited to fill temporary positions until permanent staff could be hired. Permanent selections have now been made for Korea and Japan, including Okinawa.

Each selected representative is currently employed in G & I, which means they are very familiar with G & I operations. Thus, they will be able to respond immediately to customers' needs in the most efficient way possible. Furthermore, two of the three selected permanent representatives were part of the original volunteers. This provides them with a great deal of knowledge and experience of the overseas areas that will help them immensely.

By acting as a liaison between G & I and the customer, these Customer Liaison Specialists (CLS) implement a variety of programs and work with the customer to solve any possible concerns. This may involve finding statistics on backorders and resolving them, helping transition a replacement official at a customer's site, and generally helping support requirements and answer problems.

Eliminating the time zone dilemma, the CLS's proximity and everyday familiarity with customers are ensuring better service. Meeting with facilities engineers and other officials at customer sites, CLS's have already worked to solve

issues such as consolidating bill of materials properly, payment processes, or resolving overpayments or overcharges. CLS's also work with customers and coordinate efforts to determine the exact number of requirements that are currently outstanding as well as solving issues such as obligated funds not being executed.

Gerry Corcoran, a CLS who was stationed in Okinawa says, "The customers were ecstatic to hear that a representative from G & I was going to be stationed on Okinawa. A presence on the island will be beneficial to all our customers."

It's important to note that in addition to customers currently using the Prime Vendor programs benefiting from the CLS's local presence, other customers who may not have been aware of DSCP's presence on island, now know there are representatives in the immediate area. Tom Scariato, who also spent time in Okinawa, helped a customer discover that G & I could supply them 25-foot boston whaler boats. "They weren't aware we had a presence on the island and appre-

ciated the fact that we took the time to visit them personally. We would follow-up our discussions with e-mail or phone calls to Philadelphia program POCs and request interim replies. In some cases, direct replies were available within 24-48 hours," says Scariato.

This shift of resources over to the Pacific has definitely proved to be a value-added initiative and it will give customers the support they desire. I am proud of the efforts of those involved and I hope that this program shows that our knowledge and concern of you, our customers, remains our most valuable corporate asset.

The "General Store" is published quarterly by the DSCP General & Industrial Directorate Business Office. It is intended to provide a link between our customers and our Customer Business Unit associates. Articles/questions may be submitted for consideration in writing to :

**DSCP-ILBC**  
**700 Robbins Ave**  
**Philadelphia, PA**  
**19111-5096**

or through email to:  
[dcelli@dscp.dla.mil](mailto:dcelli@dscp.dla.mil)